James Paschall

Senior DevOps Engineer

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PROFESSIONAL SUMMERY

Technically proficient and meticulous Senior DevOps Engineer with 6+ years of experience. An established leader and key contributor to global operations and cloud platform teams. Recognized expert resource utilized by cross-functional teams to analyze application and infrastructure code, address networking challenges, optimize AWS resources, and more. Proficient in providing rapid and effective solutions with clear communication to disseminate optimal proposals across multiple teams.

CORE COMPETENCIES

Process Improvement | Training & Development | Operations Management | Cross-functional Team Leadership | Cross-team Collaboration | Troubleshooting | Problem Solving | User Experience Improvement

TECHNICAL SKILLS

Terraform | Infrastructure as Code (IaC) | HCL | YAML | BASH | Automation | SSM | Amazon Web Services (AWS) | Network Administration | DNS Management | Agile & DevOps Methodologies | Version Control | Git | Ansible | Linux | Jenkins | Virtualization | Scripting | Programming | Python | Configuration Management

WORK EXPERIENCE

Senior Engineer Software DevOps | Karma Automotive | *February 2024 – Present*

SW & HW Engineering DevOps Team

- Designed and architected an optimized terraform infrastructure code for Karma's over-the-air (OTA) AWS application, moving from a monolithic repo to a more modular multi-repo codebase, decoupling over 75,000 lines of code and dependencies.
- Improved deployment times of infrastructure by 60%.
- Implemented a money saving initiation on AWS, removing unused resources and AWS environments, saving over $3,600 a month on AWS expenses.
- Developed a 5 layered architecture in infrastructure code as a security measure, reducing risk with least rights privilege as well as a leveled way to train lower-level engineers.
- Researched introducing containerization with Docker and orchestration with Kubernetes into infrastructure, preparing a roadmap for implementation with an expected improvement of resiliency of 20% or more.

Senior DevOps Engineer | Airbiquity | *December 2021 - February 2024*

Global Operations Team

- Championed and actively contributed to the implementation of AWS Organizations, centralizing the management of 23 accounts. This initiative resulted in a 75% increase in control and 100% improvement in observability.
- Collaborated with corporate IT to integrate Single Sign-On (SSO) with corporate Active Directory (AD) users, eliminating necessity for IAM user management, enhancing security measures and streamlining user experience for developers.
- Mentored and trained team members in Terraform best practices, IaC methodologies, and modern infrastructure design principles, fostering a culture of knowledge sharing and skill development within the team.
- Led the breakdown IaC knowledge silos within the team empowering all members to contribute, resulting in 100% of project goals being met month-over-month in 2023.
- Implemented Git branching management, strategies, and training to manage infrastructure code with GitLab for the Global Operations team and developers on the SDP Application teams.
- Played a key role in developing and maintaining extensive documentation covering system architecture, processes, and procedures. Advocated for increased utilization of roadmaps, runbooks, and documentation, actively steering the team from reliance on tribal knowledge to a more structured and well-documented knowledge base on Confluence and enhancing report readability on tickets in Jira.

Cloud Platform Team

- Acting SME on Terraform and Airbiquity's Infrastructure, developing and maintaining automation scripts resulting in a 30% reduction in manual effort and a 25% increase in team productivity.
- Led initiatives to refactor legacy infrastructure code around GitLab CI/CD pipeline, resulting in a 50% reduction in development and deployment times while enhancing scalability and reliability.
- Spearheaded the refactoring of a critical project, focusing on optimizing automation strategies and reducing development and deployment cycles, reducing deployment time from 5 days to 4 hours.
- Designed infrastructure architecture for one of the major OEMs with multi-tenancy, adhering and modifying established policies and procedures for providing delivery of infrastructure and application features to customers without destabilizing production environments.
- Orchestrated the deployment and management of the company's infrastructure using Terraform and IaC principles, enabling seamless provisioning of resources in AWS.
- Implemented and designed robust security measures, including hardened OS configurations and AWS secrets management, ensuring compliance with industry standards and significantly fortifying the company's infrastructure against potential threats. This effort led to a significant decrease in security vulnerabilities, maintaining over 95% in CIS Benchmarks.
- Strategized in cross-team meetings to design, develop, and implement well-orchestrated features into existing architecture.

Systems Engineer | Airbiquity | *March 2020 - December 2021*

- Managed and maintained global data centers and Network Operations Centers (NOC) with tier 3 support, ensuring seamless operations and high availability across diverse geographical locations.
- Proficiently administered predominantly Linux-based systems, supplemented by a subset of Windows-based systems.

- Led on-call shifts, promptly addressing critical incidents to minimize downtime and maintain service-level agreements (SLAs) with a 99.9% first response and resolution within or before severity windows.
- Utilized various monitoring tools (OpsView, DataDog, CloudWatch, etc) for proactive analysis, troubleshooting, and performance optimization.
- Oversaw DNS infrastructure, optimizing configurations for performance and reliability.
- Assumed responsibility overseeing the management of AWS IAM users and corporate AD users for the team, resulting in a notable 25% increase in the team's productivity on higher-priority tasks.

Consultant / Developer | Freelance | *July 2018 - March 2020*

Contact: The Morning Blunt

- Advised and executed layout and design enhancements, significantly enriching user experience.
- Engineered a user-friendly navigation menu and layout, resulting in improved user interaction.
- Implemented a structured multi-page subject approach, elevating readability and accessibility.
- Spearheaded SEO improvements, resulting in higher search engine rankings and increased organic traffic.
- Offered guidance for future post optimization.

EDUCATION

- Certificate in Full Stack Web Development | Coding Dojo, Bellevue
- Certificate in Editing | University of Washington, Seattle